



Federal Supply Service

# Enterprise Government Wide Acquisition Contract Center Pacific Rim Region

## **ANSWER PAST PERFORMANCE SURVEY REPORT CONTRACT YEAR 6**



**This report contains business Sensitive information and should not be released without approval of the Procuring Contracting Officer.**



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## **Executive Summary**

The Enterprise Government Wide Acquisition Contract (GWAC) Center offers efficient, responsive, and professional support for all Information Technology (IT) acquisition needs through the ANSWER (Applications 'n Support for Widely-diverse End-User Requirements) program. ANSWER provides clients with worldwide access to comprehensive IT solutions from renowned and cutting-edge Industry Partners.

GSA's ANSWER Program, awarded in December 1998 to ten Industry Partners, provides the full spectrum of IT services through innovative "best value" solutions. The Indefinite Quantity contracts were awarded for a base period of two years with options to extend performance in one-year increments up to a maximum of eight additional years. The contracts are in their seventh contract year, with the latest options for all ten contracts having been exercised in December 2004. The evaluation period addressed under this survey is for the sixth contract year.

The ANSWER Program has been extremely effective at providing high-quality, cost-effective IT services to Federal Government agencies throughout the world, largely due to the contractual relationships with high-caliber Industry Partners, coupled with diligent performance monitoring by the Enterprise GWAC Center, Pacific Rim Region.

A large portion of the Enterprise GWAC Center's monitoring effort is achieved through its ANSWER Annual Past Performance Survey, the subject of this report. The GWAC Center has developed a procedure to query all GSA task managers and client agencies that have open task orders during the evaluation period.

The evaluation factors used in this and all previous annual surveys are identical to the factors used for the pre-award survey conducted for each firm. This methodology provides the government the ability to logically, accurately and objectively monitor the contractor's performance. The survey was conducted using Web Surveyor, a commercial off-the-shelf (COTS) web-based survey software product.

A total of 1994 questionnaires were distributed by email to survey a total of 1013 task orders. Follow-up emails and phone calls were used to encourage completion of the surveys. The survey period had a duration of 22 days, starting on January 25, 2005 and ending on February 15, 2005. Data validation was performed by the Government to verify the accuracy of the data collected.

All Industry Partners were provided a summary report of their survey scores, personally debriefed on the survey results for their companies and given an opportunity to submit comments to the PCO regarding their scores. A modified summary report, excluding specific Industry Partner data will be posted to the GSA website at [www.gsa.gov/answer](http://www.gsa.gov/answer).

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## Key Results

- ❖ Overall Average Score for all Industry Partners: **4.38**<sup>1</sup>
- ❖ Number of Industry Partners Earning a “Brass Ring”<sup>2</sup>: **5**
- ❖ Number of Industry Partners with Improved Scores Over Previous Year: **2**
- ❖ Overall<sup>3</sup> Survey Response Rate: **61.62%**

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<sup>1</sup> Score based on a 5-point scale.

<sup>2</sup> “Brass Ring” award recognizes an Industry Partner meeting or exceeding its pre-award survey score.

<sup>3</sup> Consists of “External” client and “Internal” GSA Information Technology Manager responses.

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## Contract Background

### Program History

The Government Wide Acquisition Contracts (GWAC) were designed to take advantage of economies of scale, reduce duplicative contract vehicles and provide clients a streamlined method to fulfill their IT requirements. The ANSWER contracts are Multiple Award, Indefinite-Quantity contracts accessible on a worldwide basis. GSA, Federal Technology Service (FTS), awarded ANSWER contracts to 10 Industry Partners on December 30, 1998. The contracts were administered by the ANSWER Solutions Development Center (SDC) located in San Diego and Oakland California. GSA realigned the ANSWER Program from FTS to the Federal Supply Service (FSS) in January 2003 and renamed the office, the Enterprise GWAC Center, Pacific Rim Region.

### Industry Partners

The firms listed below comprise the cadre of current ANSWER Program Industry Partners who are recognized worldwide for making a significant difference in providing Information Technology solutions. The Partners have a clear vision and sense of purpose when supporting Government clients. They remain dynamic through change and adaptation and provide clients with stability & continuity within a highly volatile and rapidly changing technological environment.

<u>Contractor</u>	<u>Contract Number</u>
ANTEON CORPORATION	GS09K99BHD0001
BOOZ ALLEN HAMILTON, INC.	GS09K99BHD0002
COMPUTER SCIENCES CORPORATION	GS09K99BHD0003
CSC SYSTEMS & SOLUTIONS, LLC	GS09K99BHD0004
INFORMATION SYSTEMS SUPPORT	GS09K99BHD0006
ITS CORPORATION	GS09K99BHD0007
L-3 GOVERNMENT SERVICES, INC.	GS09K99BHD0005
NORTHROP GRUMMAN INFORMATION TECHNOLOGY	GS09K99BHD0009
SCIENCE APPLICATIONS INTERNATIONAL CORP.	GS09K99BHD0010
TASC, INC.	GS09K99BHD0008

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### Program “Snapshot” Metrics

The following metrics are accurate through December 30, 2004, the end of the sixth contract year:

- ❖ Total Number of Program client agencies: **28**
- ❖ Number of Countries with Task Orders: **92**
- ❖ Total Number of Task Orders: **2,577**
- ❖ Number of active Task Orders in Contract Year 6: **1,484**
- ❖ Total Amount of Contract Obligations: **\$3.51 Billion**
- ❖ Total Amount of Contract Obligations in Contract Year 6: **\$941.6 Million**
- ❖ Total Estimated Contract Value: **\$7.75 Billion**

### ANSWER Clients

Top 5 ANSWER Client Agencies in terms of total contract obligations:

<u>Client</u>	<u>Total Obligations</u>
Department of the Army	\$987M
Department of the Navy	\$977M
Department of the Air Force	\$655M
Department of Defense	\$211M
Department of Health and Human Services	\$181M

Currently 81% of the dollars under ANSWER are associated with Department of Defense (DoD).

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## **Purpose of Survey**

The ANSWER Past Performance Survey serves a variety of functions by satisfying the contract administration requirements of Federal Acquisition Regulation (FAR) 42.15, *Contractor Performance Information*; General Services Acquisition Manual (GSAM), Subpart 542.15; and Office of Federal Procurement Policy (OFPP) *Best Practices for Collecting and Using Current and Past Performance Information* (May 2000). It provides information critical to justifying the exercise of contract options and provides a comprehensive approach to measuring client satisfaction with the Industry Partners performance.

Measuring client satisfaction involves creating the proper environment for: Conducting open, honest, and continuous communication with clients to understand their expectations; Involving clients and Industry Partners in the entire evaluation process; and Measuring client satisfaction regularly to determine trends and the effectiveness of improvements that have been implemented. Measuring and monitoring client satisfaction is not an end in itself. It is a means to improve service to the clients and the program performance in general. Client satisfaction measurement provides invaluable information for responsive and meaningful exchanges with clients. It also ensures the successful accomplishment of GSA and Industry Partners organizational goals.

## **Survey Methodology**

The ANSWER Past Performance Survey was accomplished via an electronic questionnaire and was conducted during January- February 2005. Industry Partners worked with the Government to identify their survey audiences and ensure relevant survey questions. Input was sought from all External and Internal Clients who utilized an ANSWER contract task order(s) during the sixth contract year covered by the survey. External Clients are defined as client agency's end-users, which include Direct Order/Direct Billed Agency Contracting Officers. Internal Clients are defined as GSA/FTS Information Technology Professionals.

Email requests with a link to the survey were sent to all participants. The survey consisted of 9 performance factors, using a 5-point scale to rate each task order. Using this scale, a rating of "5" indicates "Extremely Satisfied," "4" indicates "Very Satisfied," "3" indicates "Satisfied," "2" indicated "Dissatisfied," and "1" indicates "Wholly Dissatisfied". The survey also included an opportunity for the respondents to provide written comments.

"Web surveyor" version 4.1 software was used to collect the data.

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A copy of the past performance evaluation was provided to the Industry Partners, during the firms individual debriefing, as soon as the report was finalized. During the corporate debriefings, discussions centered on specific task order scores, comments received from both the external and internal clients, and other areas of concern.

Individual reports were prepared for each Industry Partner that provided metrics specific to its company as well as overall averages for the entire program. The Enterprise GWAC Center administration team, including the Procuring Contracting Officer (PCO) and the Program Manager, debriefed each Industry Partner on their firms' results.



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**Survey Results**

(Table A-1)

<b>SURVEY METRICS</b>			
<b>CONTRACT YEAR 6</b>			
	External	Internal	Overall
No. of Survey Requests	1013	981	1994
No. of Responses Received	536	690	1226
Response Rate	52.91%	70.34%	61.62%

**The Brass Ring**

ANSWER Industry Partners have earned a world-class reputation for providing Federal clients excellent quality of service, stability, & continuity within a highly volatile and rapidly changing technology environment. The Industry Partners continue to demonstrate a commitment to client satisfaction, as evident of the outstanding ratings. Industry Partners, who meet or exceed their pre-award scores during a rating period, are awarded the Brass Ring – a symbol of success and client recognition.

During Contract Year 6, five Partners earned the Brass Ring designation. Honors are presented to the following Partners:

- ❖ Anteon Corporation
- ❖ Computer Sciences Corporation
- ❖ CSC Systems & Solutions, LLC
- ❖ ITS Corporation
- ❖ Science Applications International Corporation

**Highest Overall Score**

**ITS Corporation** is once again ranked “Number 1” by having the highest overall score for Contract Year 6. ITS has achieved this distinction every year throughout the ANSWER Program. The table and chart on the following page illustrate the Ranking of the Industry Partners.

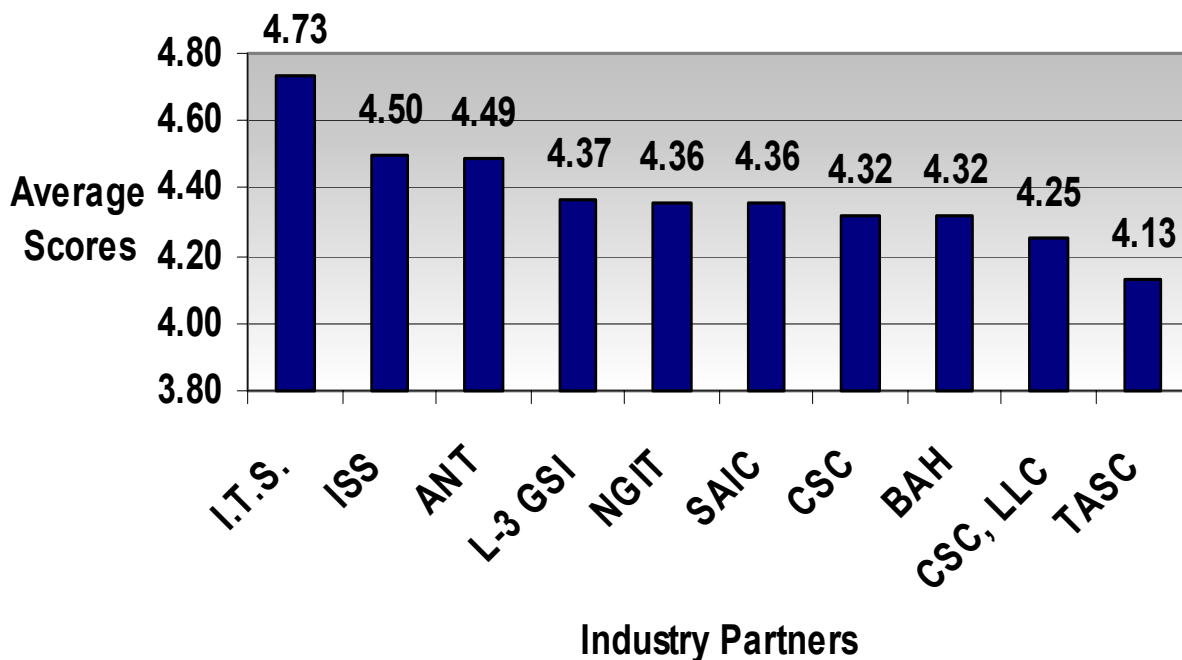
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**Industry Partner Ranking**

Table A-2 and Chart below illustrate the rankings for all Industry Partners

<b>INDUSTRY PARTNER RANKING (OVERALL AVERAGE SCORE) CONTRACT YEAR 6</b>		
Industry Partners	Ranking	AVERAGE Score
ITS Corporation	1	4.73
Information Support Systems	2	4.50
Anteon Corporation	3	4.49
L-3 Government Services, Inc.	4	4.37
Northrop Grumman Information Technology	5	4.36
Science Applications International Corporation	6	4.36
Computer Sciences Corporation Inc.	7	4.32
Booz Allen Hamilton, Inc.	8	4.32
CSC Systems & Solution, LLC	9	4.25
TASC, Inc.	10	4.13

**Average Scores per Industry Partner**

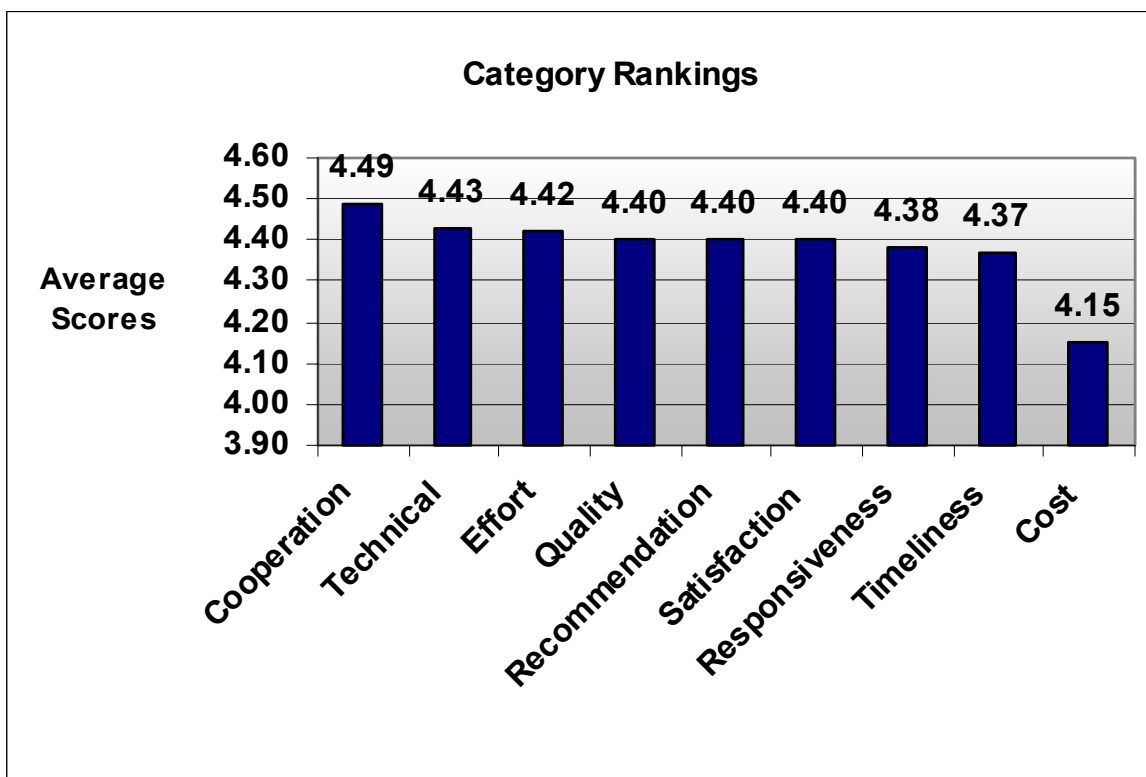


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**Category Ranking**

Table A-3 and Chart below indicate the average scores for all Industry Partners by individual categories.

<b>CATEGORY RANKING (OVERALL AVERAGE SCORE)</b>		
<b>CONTRACT YEAR 6</b>		
Categories	Ranking	Average Score
Cooperation	1	4.49
Technical Capabilities	2	4.43
Effort – Overall Effort	3	4.42
Quality of Service	4	4.40
Recommendation for Future	5	4.40
Satisfaction – Overall Client Satisfaction	6	4.40
Responsiveness to Problems	7	4.38
Timeliness – Prompt Delivery	8	4.37
Cost – Total Project Cost	9	4.15



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**Summaries by Categories for All Industry Partners**

(Table A-4)

<b>CATEGORY SCORES (EXTERNAL)</b>										
<b>CONTRACT YEAR 6</b>										
	Anteon	BAH	CSC	CSC LLC	ISS	ITS	L3 GSI	NGIT	SAIC	TASC
Timeliness	4.64	4.36	4.28	4.00	4.48	4.64	4.40	4.15	4.48	4.68
Response	4.67	4.40	4.26	4.14	4.53	4.70	4.44	4.29	4.56	4.64
Quality	4.67	4.24	4.25	4.23	4.52	4.74	4.28	4.21	4.56	4.68
Cost	4.23	3.80	3.92	3.89	4.14	4.55	3.68	3.85	4.24	4.36
Technical	4.67	4.22	4.23	4.20	4.49	4.72	4.40	4.35	4.66	4.68
Cooperation	4.76	4.54	4.32	4.34	4.56	4.75	4.68	4.21	4.58	4.64
Recommendation	4.73	4.40	4.38	4.11	4.44	4.75	4.24	4.26	4.55	4.59
Effort	4.72	4.38	4.25	4.17	4.46	4.72	4.32	4.18	4.50	4.68
Overall Satisfaction	4.68	4.36	4.26	4.14	4.42	4.72	4.40	4.24	4.53	4.59
<b>Overall Average</b>	<b>4.64</b>	<b>4.30</b>	<b>4.24</b>	<b>4.14</b>	<b>4.45</b>	<b>4.70</b>	<b>4.32</b>	<b>4.19</b>	<b>4.52</b>	<b>4.62</b>

(Table A-5)

<b>CATEGORY SCORES INTERNAL</b>										
<b>CONTRACT YEAR 6</b>										
	Anteon	BAH	CSC	CSC LLC	ISS	ITS	L3 GSI	NGIT	SAIC	TASC
Timeliness	4.35	4.34	4.33	4.39	4.40	4.81	4.45	4.28	4.15	3.81
Response	4.38	4.32	4.41	4.16	4.51	4.77	4.39	4.33	4.12	3.71
Quality	4.41	4.36	4.35	4.43	4.52	4.74	4.39	4.48	4.18	3.87
Cost	4.29	3.96	4.29	4.20	4.56	4.55	4.33	4.41	3.95	3.55
Technical	4.37	4.47	4.33	4.41	4.55	4.73	4.42	4.56	4.32	3.87
Cooperation	4.40	4.47	4.60	4.45	4.67	4.79	4.42	4.59	4.23	3.84
Recommendation	4.42	4.38	4.41	4.20	4.55	4.80	4.45	4.48	4.22	3.77
Effort	4.39	4.38	4.37	4.41	4.57	4.77	4.42	4.50	4.27	3.87
Overall Satisfaction	4.39	4.38	4.33	4.31	4.56	4.79	4.39	4.45	4.23	3.81
<b>Overall Average</b>	<b>4.38</b>	<b>4.34</b>	<b>4.38</b>	<b>4.33</b>	<b>4.54</b>	<b>4.75</b>	<b>4.41</b>	<b>4.45</b>	<b>4.19</b>	<b>3.79</b>

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(Table A-6)

CATEGORY SCORES (COMBINED) EXTERNAL & INTERNAL CLIENTS										
PERFORMANCE YEAR										
	Anteon	BAH	CSC	CSC LLC	ISS	ITS	L3 GSI	NGIT	SAIC	TASC
Timeliness	4.47	4.35	4.31	4.23	4.44	4.74	4.43	4.23	4.32	4.17
Response	4.50	4.36	4.34	4.15	4.52	4.74	4.41	4.32	4.34	4.09
Quality	4.51	4.30	4.30	4.35	4.52	4.74	4.34	4.39	4.38	4.21
Cost	4.27	3.88	4.12	4.07	4.36	4.55	4.05	4.21	4.10	3.89
Technical	4.49	4.34	4.28	4.32	4.52	4.72	4.41	4.49	4.49	4.21
Cooperation	4.55	4.51	4.47	4.40	4.62	4.77	4.54	4.46	4.41	4.17
Recommendation	4.54	4.39	4.40	4.17	4.50	4.78	4.36	4.41	4.39	4.11
Effort	4.53	4.38	4.31	4.31	4.51	4.75	4.38	4.39	4.39	4.21
Overall Satisfaction	4.51	4.37	4.30	4.24	4.49	4.76	4.40	4.38	4.39	4.13
Overall Average	4.49	4.32	4.32	4.25	4.50	4.73	4.37	4.36	4.36	4.13

**Most Improved Performance**

**Northrop Grumman IT** was determined to be the “most improved” Industry Partner, during the rating period of Contract Year 6. Northrop Grumman IT’s overall score improved 2.35% during this period. The following table shows the percentage change in the overall scores for all Industry Partners from Year 5 to 6.

(Table A-7)

CHANGE IN OVERALL SCORE FROM YEAR 5 TO YEAR 6			
Industry Partner	Year 5	Year 6	%
Northrop Grumman Information Technology	4.26	4.36	2.35%
Information Systems Support	4.48	4.50	0.45%
Anteon Corporation	4.60	4.49	(2.39%)
ITS Corporation	4.87	4.73	(2.87%)
Science Applications International Corporation	4.50	4.36	(3.11%)
L-3 Government Services, Inc.	4.58	4.37	(4.59%)
Booz Allen Hamilton, Inc.	4.54	4.32	(4.85%)
Computer Sciences Corporation	4.59	4.32	(5.88%)
CSC Systems & Solutions, LLC	4.80	4.25	(11.46%)
TASC, Inc.	4.70	4.13	(12.13%)

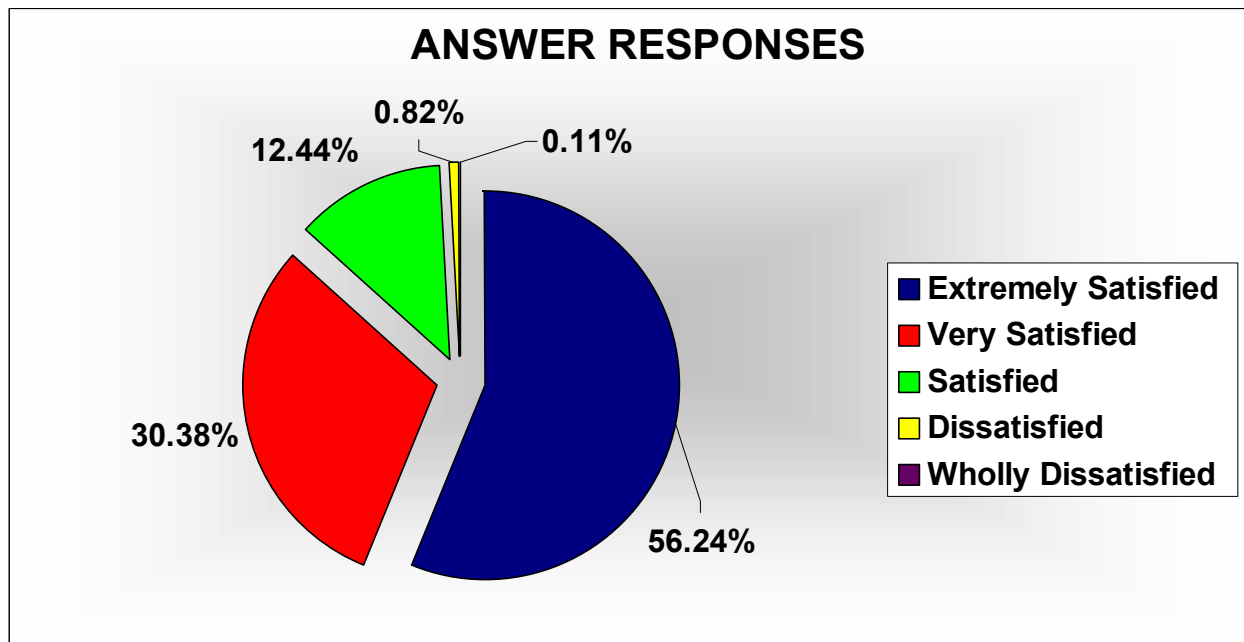
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**Responses by Rating Factor**

The combined percentages of the “Extremely Satisfied” and “Very Satisfied” rating factor responses are 86.62%. Below is a summary of the responses, segregated by rating factor.

(Table A-8)

<b>RESPONSES BY RATING FACTOR</b>		
<b>CONTRACT YEAR 6</b>		
Rating Factor	No. of Responses	% of Total Responses
Extremely Satisfied	6206	56.24%
Very Satisfied	3352	30.38%
Satisfied	1373	12.44%
Dissatisfied	91	0.82%
Wholly Dissatisfied	12	0.11%



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More information regarding survey results can be obtained by federal, state and local contracting organizations by contacting the following Enterprise GWAC Center associates:

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